

3/9/14



T.P. - Highlands NC

Franklin, NC  
Statesville, NC  
N Myrtle Beach, SC

Thank you for welcoming SMS (Smoky Mountain Systems) into your home or business. Our goal is to provide you with the best service. Your feedback is extremely important to us. We would appreciate your feedback on our latest visit. Please help us to serve you better by filling out the following survey and then returning it with your payment.

800.677.4350

Security/Fire

Camera/Video

Access Control

Telephony

Phone Systems

IT Security

Data Wiring

AV/Sound

We are part-time residents of Highlands NC

no visit handled by phone

- |  | YES                                 | NO                       |
|--|-------------------------------------|--------------------------|
| 1. Were you present during our most recent visit?  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2. Did our technicians introduce themselves?   | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 3. Were our technicians courteous?   | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 4. Did our technicians act in a professional manner?                                     | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 5. Did our technicians explain the work being performed?                                 | <input type="checkbox"/>            | <input type="checkbox"/> |
| 6. Did our technicians clean up after the job was finished?                              | <input type="checkbox"/>            | <input type="checkbox"/> |
| 7. Did our technicians show you the work that was done?                                  | <input type="checkbox"/>            | <input type="checkbox"/> |
| 8. Did our technicians test your system before they left?                                | <input type="checkbox"/>            | <input type="checkbox"/> |
| 9. Did we perform our service to your specifications?                                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 10. Did the technician ask if you had any questions/concerns about your security system? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 11. Would you recommend us to your friends, family and neighbors?                        | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

12. Please give us any suggestions you might have so we may better serve you in the future: When we arrived at our home on 1/30 we discovered a box mounted on the wall which was making a sound and was warm to the touch. We thought it was part of our alarm system. Upon conversing with your qualified and courteous technician Scott Dunn he told us that

We sincerely appreciate your business!

Thank you,

Your Friends at SMS

This apparatus wasn't related to the alarm system. He went so far as to research the name on the box (via a photograph texted to him) and called back to inform us that it was our doorbell. He went above and beyond!!!

Kudos to Scott Dunn!!!



"From the Mountains to the Sea"

Serving NC SC GA for Over 30 Years

We appreciate your service

Peter called on 2/2 to tell Sucky Mt how much we appreciated Scott's help.